



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/777,913	02/12/2004	Brandon Shane Skidgel	17448-54409-B	6072

7590 12/24/2009
J. Charles Dougherty
Wright, Lindsey & Jennings LLP
Suite 2300
200 West Capitol Avenue
Little Rock, AR 72201

EXAMINER

SIDDIQI, MOHAMMAD A

ART UNIT	PAPER NUMBER
----------	--------------

2454

MAIL DATE	DELIVERY MODE
-----------	---------------

12/24/2009

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/777,913	Applicant(s) SKIDGEL, BRANDON SHANE	
	Examiner MOHAMMAD A. SIDDIQI	Art Unit 2454	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 17 November 2009.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-3,6-10 and 12-17 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-3,6-10, and 12-17 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Art Unit: 2454

DETAILED ACTION

1. Claims 1-3, 6-10, and 12-17 are presented for examination. Claims 4-5, 11, 18, and 19 have been cancelled.

2. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 11/17/2009 has been entered.

Claim Rejections - 35 USC § 112

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claim 1 rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. It is unclear how web service comprises a standard website, a customer co-browsing web site and other cited physical elements while hosted on web server. Please clarify the scope of the web service. For examining purpose web service is considered a co-browsing system.

Art Unit: 2454

5. Claim 1, 6, 12, and 15 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. It is not clear from claims and disclosure how “polling routine” polls change events transmitted from vendor web computer while said customer transmitted from said customer co-browsing web site is accessed at said customer computer. It is not clear whether polling routine polls web service or vendor computer. Please clarify the scope of the polling.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

7. Claims 1-3, 6, 7, and 12-17 are rejected under 35 U.S.C. 102(e) as being anticipated by Roy et al. (7,149,776) (Hereinafter Roy).

8. As per claim 1, Jellum discloses A co-browsing system (fig 1), comprising:
(a) a network comprising an interconnected web server (140, fig 1, col 5, lines 3-10; line 24), vendor computer (102, fig 1), and customer computer (104, fig 1);

Art Unit: 2454

(b) a web service hosted at said web server (142, fig 1), wherein said web service (112, fig 1) comprises:

(i) a standard web site accessible by said customer computer and comprising a plurality of standard web pages (col 5, lines 3-10);

(ii) a customer co-browsing web site accessible by said customer computer (104, fig 1) and comprising a plurality of customer co-browsing web pages (elements of fig 1; col 5, lines 3-10), wherein each of said customer co-browsing web pages is identical in appearance from a customer's point of view to one of said standard web pages (col 7, lines 19-26), and said customer co-browsing web site further comprises a polling routine (col 10, line 45) operable to poll for change events transmitted (214, fig 2) from said vendor computer while said customer co-browsing web site is accessed at said customer computer (col 11, lines 63 – col 12, line 6); and

(iii) a vendor co-browsing web site accessible by said vendor (102, fig 1) computer and comprising a plurality of vendor co-browsing web pages, wherein at least one of said vendor co-browsing web pages corresponds to one of said customer co-browsing web pages (elements of fig 1; col 5, lines 3-10), and wherein said vendor co-browsing web site comprises an event handler (210, fig 2) operable to collect and transmit vendor co-browsing web site change events (high light section, scroll, col 5, lines 50-54) received from said vendor computer to said customer computer in order to synchronize a currently accessed vendor co-browsing web page (210, fig 2) with a currently accessed customer co-browsing web page (col 5, lines 50-54).

Art Unit: 2454

9. As per claim 2, Roy discloses wherein said vendor co-browsing web site change events comprise a change event identifier and a change event value (col 2, lines 64-67).

10. As per claim 3, Roy discloses further comprising a data store in communication with said web service (112, fig 1), wherein said data store is operable to store (260, fig 2) said vendor co-browsing web site change events (260, fig 2, col 2, lines 64-67; col 5, lines 55-67).

11. As per claim 6, Roy discloses A method for initiating a co-browsing session, comprising the steps of:

(a) providing a data entry web page from a web server to a first web browser network while said first web browser is navigating a first web site (col 5, lines 3-10);

(b) receiving an activation signal at the web server from the first web browser network (302-306, fig 3, col 10, lines 34-41);

(c) providing a contact web page from the web server to the first web browser (col 5, lines 34-44), wherein the contact web page comprises a session identifier network (210, fig 2; col 8, lines 14-24; col 11, lines 52-58));

(d) receiving at a second web browser the session identifier network (session information 210, fig 2) and launching at said second web browser a second web site (210, fig 2, col 10, lines 43-56);

(e) transmitting the session identifier to the web server network (col 6, lines 1-10); and

Art Unit: 2454

(f) providing a web page from a third web site (fig 1) from the web server to the first web browser, and a web page from the second web site from the web server to the second web browser (fig 1, col), where the web pages from the first and third web pages are identical in appearance to an operator of the first web browser (fig 1, col 7, lines 19-26), and wherein the second web site comprises an event handler operable to transmit a change event, and the third web site comprises a polling routine operable to poll (col 10, line 45) for change events while the second and third web sites are simultaneously being accessed in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site (col 11, line 59 – col 12, line 6).

12. As per claim 12, Roy discloses A co-browsing method, comprising the steps of:

- (a) from a web service (112, fig 1), transferring a first contact web page of a first web site to a first web browser (col 4, lines 52-58);
- (b) displaying at a second web browser a session ID (session information, 210, fig 2, col 6, lines 11-19);
- (c) receiving a session ID at the session ID entry page ID (session information, 210, fig 2, col 6, lines 11-19, col 12, lines 7-10, page ID);
- d) redirecting the first web browser from the first web site to a third web site (third party, fig 1, col 6, lines 43-58) , wherein each of the first and third web sites comprise at least one web page that are identical in appearance to each other site (third party, fig 1, col 6, lines 43-58);

Art Unit: 2454

(e) receiving at a the second web browser a change event representing a change made by a user to at least one control visible in the second web site (200, fig 2, col 6, lines 11-19) ;

(f) transmitting the change event from the second web browser to the web service (200, fig 2, col 6, lines 11-19);

(g) repeatedly initiating a polling request the from the third web site to the web service for a change event while the first and third web sites are both being accessed (318, fig 3, col 10, line 43-52; col 12, lines 11-17); and

(h) transmitting the change event from the web service to the third web site in response to the polling request in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site (318, fig 3, col 10, line 43-52; col 12, lines 11-17).

13. As per claim 13, Roy discloses wherein said change event comprises a change event identifier and a change event value (col 2, lines 64-67).

14. As per claim 14, Roy discloses further comprising the step of storing said change event in a data store in communication with the web service (200, fig 2, col 2, lines 59-67).

15. As per claim 15, the claim is rejected for the same reasons s claim 1, above. In addition, Roy discloses a co-browsing system (fig 1), comprising:

Art Unit: 2454

- (a) a computer network (fig 1, col 3, lines 41-59);
- (b) a vendor computer connected to said network and comprising an internet browser (102, fig 1, col 4, lines 4-23);
- (c) a customer computer connected to said network by means of at least one standard internet port and comprising a standard internet browser (104, fig 1, col 3, lines 41-59; col 4, lines 4-23).

16. As per claims 16 and 17, claims are rejected for the same reasons as claim 15, 2, and 3, above.

Claim Rejections - 35 USC § 103

17. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

18. Claims 8 -10 are rejected under 35 U.S.C. 103(a) as being unpatentable over by Roy et al. (7,149,776) (Hereinafter Roy) in view of "official Notice".

19. As per claims 8 and 9, As per claim 7, Although Roy discloses forms displaying personal information (personal data must have contact information, col 2, line 54; col 6, lines 59-63). Roy is silent on the contact information and specifically contact information

Art Unit: 2454

is telephone number. "Official Notice" is taken that both the concept and advantages of displaying contact information including contact telephone number. It would have been an obvious modification to the system disclosed by Roy to include contact information including contact telephone number in the personal information of the client.

20. As per claim 10, the claim is rejected for the same reasons as claim 9, above. In addition, Roy discloses further comprising the step of providing a session identifier entry web page from the web server to the second web browser (session information, 200, fig 2, col 6, lines 11-19).

Response to Arguments

21. Applicant's amendments/arguments with respect to claims 1-3, 6-10, and 12-17 have been considered but are moot in view of the new grounds of rejection.

22. Applicant should submit an argument under the heading "Remarks" pointing out disagreements with the examiner's contentions. Applicant must also discuss the references applied against the claims, explaining how the claims avoid the references or distinguish from them.

Art Unit: 2454

Conclusion

23. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

U.S. Patent 7,587,368

U.S. Patent 7,444,423

U.S. Patent 7,370,269

U.S. Patent 6,871,213

U.S. Patent 6,792,102

U.S. Patent 6,230,171

24. Any inquiry concerning this communication or earlier communications from the examiner should be directed to MOHAMMAD A. SIDDIQI whose telephone number is (571)272-3976. The examiner can normally be reached on Monday -Thursday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nathan J. Flynn can be reached on (571) 272-1915. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2454

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

MS

/NATHAN FLYNN/
Supervisory Patent Examiner, Art Unit 2454